

# *ENTERPRISE SHARED SERVICES STEERING COMMITTEE*

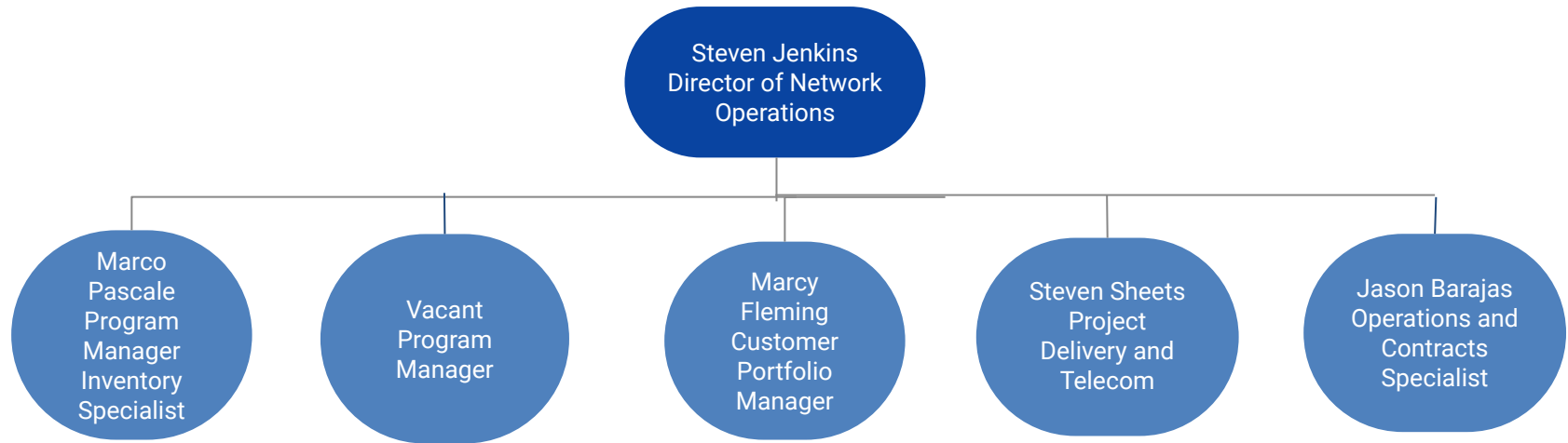
*Welcome to the meeting. All participants are muted at this time.*

July 2, 2019

# Steering Committee Agenda

- I. **Welcome and Introduction**
  - A) New EIC Staff and Org Chart - Steven Jenkins
- II. **AZNet II Operations**
  - A) *Google Meet/WebEx Update - Marcy Fleming*
    - *Google Meet Demo*
  - B) *Sip Status Update - Angel Bingham*
  - C) *Live Chat and Chat Bot - Angel Bingham*
  - D) *Program Metrics - Steve Kalomas*
    - *Trending Sev 3 Repairs*
    - *Trending SEV 1 and SEV 2 Repairs*
    - *Trending SEV 1 and SEV 2 Outages*
    - *Trending MACs*
  - E) *Disaster Recovery - Angel Bingham*
- III. **Contractual Updates**
  - A) *AZNet II Amendment 11 Update - Jason Barajas*
  - B) *AZNet III RFP Update - Jason Barajas*
- IV. **Round Table and Adjournment**

# ESS Organization



# ESS Contacts

Name	Title	Phone	Email
Steven Jenkins	Director of Network Operations	602-542-0154	steven.jenkins@azdoa.gov
Marco Pascale	Program Manager Inventory	602-542-0035	marco.pascale@azdoa.gov
Marcy Fleming	Customer Portfolio Manager	602-542-1441	marcy.fleming@azdoa.gov
Steven Sheets	Program Manager Project Delivery	602-542-6177	steven.sheets@azdoa.gov
Jason Barajas	Operations and Contracts Specialist	602-686-5737	jason.barajas@azdoa.gov

# Steering Committee

## *AZNet II Operations*



# Google Meet/WebEx Update

**The new Google platform that we have comes with Google Meet. Because of that, when we renegotiated the contract extension, the term of the WebEx contract was changed.**

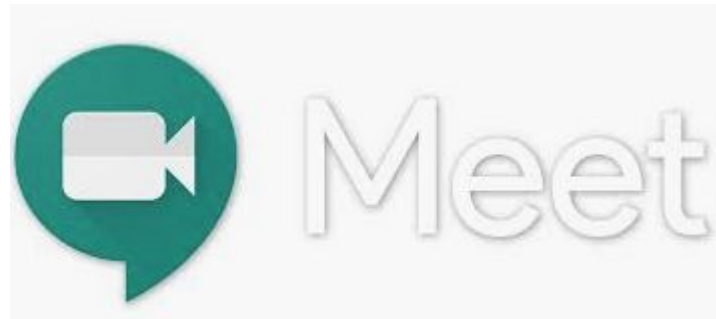
- ✓ WebEx cost increase August 2019 and will be based on usage.
- ✓ January 1, 2020 licenses will be 48.00 per license.
- ✓ Hangouts Meet will work for 95% of the current WebEx sessions.
- ✓ More information on moving from WebEx to Google Meet use this [link](#).
- ✓ More info will be coming in your email soon.

# Google Meet/WebEx Differences

Features	WebEx	Google Hangouts
Number of Participants	Up to 1000	Up to 100 (250 by August)
Lock Meeting	Yes	No
Anyone can mute attendees	No	Yes
Closed Captioning	Yes	Yes
Record/download meeting	Yes	Yes
Use whiteboards	Yes	No
Breakout Sessions	Yes	No
Record from any device	Yes	No
Support	AZNet Helpdesk	Online with Google

# Google Meet Demo

[Link to Demo Provided By: Nicolette Stepakoff](#)





# Session Initiation Protocol (SIP) Project Status

*SIP Project is currently 54% complete*

*Overall scope of porting DID's (directory numbers) to SIP:*

- ✓ 85,316 Total DID's to Port to SIP (46,363 ported – 54% Complete)
  - ✓ 66,120 DID's coming into the CORE (46,263 ported – 70% Complete)
  - ✓ 19,196 DID's from 25 remote field offices (100 ported – <1% Complete)
- 
- *Next port is being scheduled and will include 30,000 DID's*
  - *Completion target > September ... October 2019*
  - *At completion, all State inbound DID's will be ported to the SIP Platform*
  - *13 remote gateways will remain for outbound dialing to rural areas*
  - *Additional PRI's to be maintained for special dialing needs (credit card, Robo Calls, faxing, etc.*

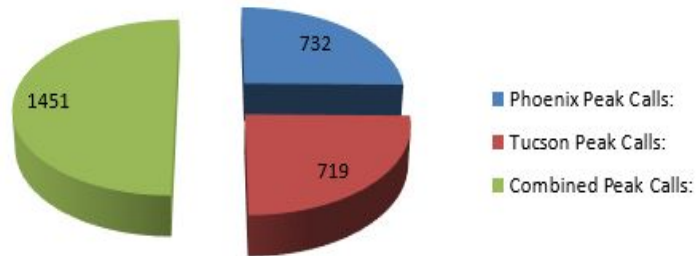
# SIP CORE PRI Savings

Carrier	TYPE	Agency	Total Ckts	Actual PRI's Disco'd	MRC (Per Ckt)	MRC Savings	Status	RT Disco #	Compl Date	Notes
CTL	PRI	XX	36		\$299.00	\$ -	Ckts will be disco'd after SIP Porting CMP	RT 196410 (Outbnd 4)	12/11/18	28 PHX & 8 TUC - Retain 4 PRI's - Outbound Dial, 2 PRI's - faxing & special items (Credit Cards), & 2 PRI's in TUC for redundancy. 32 PRI's to be disco'd once porting complete.
CTL	PRI	DE	12	12	\$299.00	\$ 3,588.00	Completed	RT 190875 (UIA - 7) RT 196069 (DCSS - 5)	11/27/18 12/10/18	*DE Total (UIA and DCSS) = \$3588.00 "UIA" = \$2093.00 & "DCSS" = \$1495.00
CTL	PRI	DT	7	7	\$299.00	\$ 2,093.00	Completed	RT 206764 - Tucson RT 206756 - Phx		Disco 4/5/19
CTL	PRI	HC (CTL)	10	5	\$299.00	\$ 1,495.00	Completed	RT 195149 / 205488	12/12/18	Disco 4/2/19
COX	PRI	HC (COX)	6	6	\$250.00	\$ 1,500.00	Completed	RT 188025 / 205487	03/06/18	Disco 4/2/19
CTL	PRI	RV	3	3	\$299.00	\$ 897.00	Completed	RT 196054	12/11/18	
COX	PRI	LO (COX)	1	1	\$250.00	\$ 250.00	Completed	RT 195996	12/15/18	
STATE TOTAL PRI SAVINGS						\$ 9,573.00				

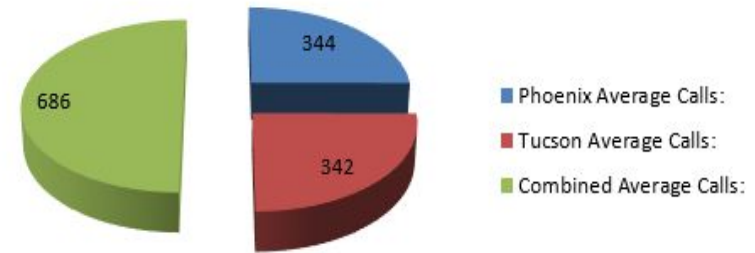
✓ **31 PRI's in field offices to be disconnected**

# SIP Status Update

**Peak Calls**



**Average Calls**



**Bandwidth Utilization - 300 Mbps each**

Maximum Bandwidth Used	
PHX SIP RX:	50 Mbps
PHX SIP TX:	50 Mbps
TUC SIP RX:	52 Mbps
TUC SIP TX:	52 Mbps

Percent of Maximum Bandwidth Used at Peak	
PHX SIP RX:	16.67%
PHX SIP TX:	16.67%
TUC SIP RX:	17.33%
TUC SIP TX:	17.33%

# Live Chat and Email

## The Statewide Call Center Platform supports Web Chat and Email queuing

Cisco ECE offers multi channel capabilities with chat, email and web callback.

- With Web collaboration, customers can chat with agents live, with agents able to handle multiple chat sessions simultaneously.
- The email feature helps manage large volumes of customer email inquiries by sending automated replies and routing the email to the right resource.
- ECE helps manage customer emails and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability.
- With the web callback feature, customers can request a callback from a contact center when the right agent is available.
- ECE also provides reporting and monitoring tools to more effectively manage your contact center.
- Fully integrated into the Finesse Agent Desktop

# Chat BOT Integration

## What is a Chat BOT?

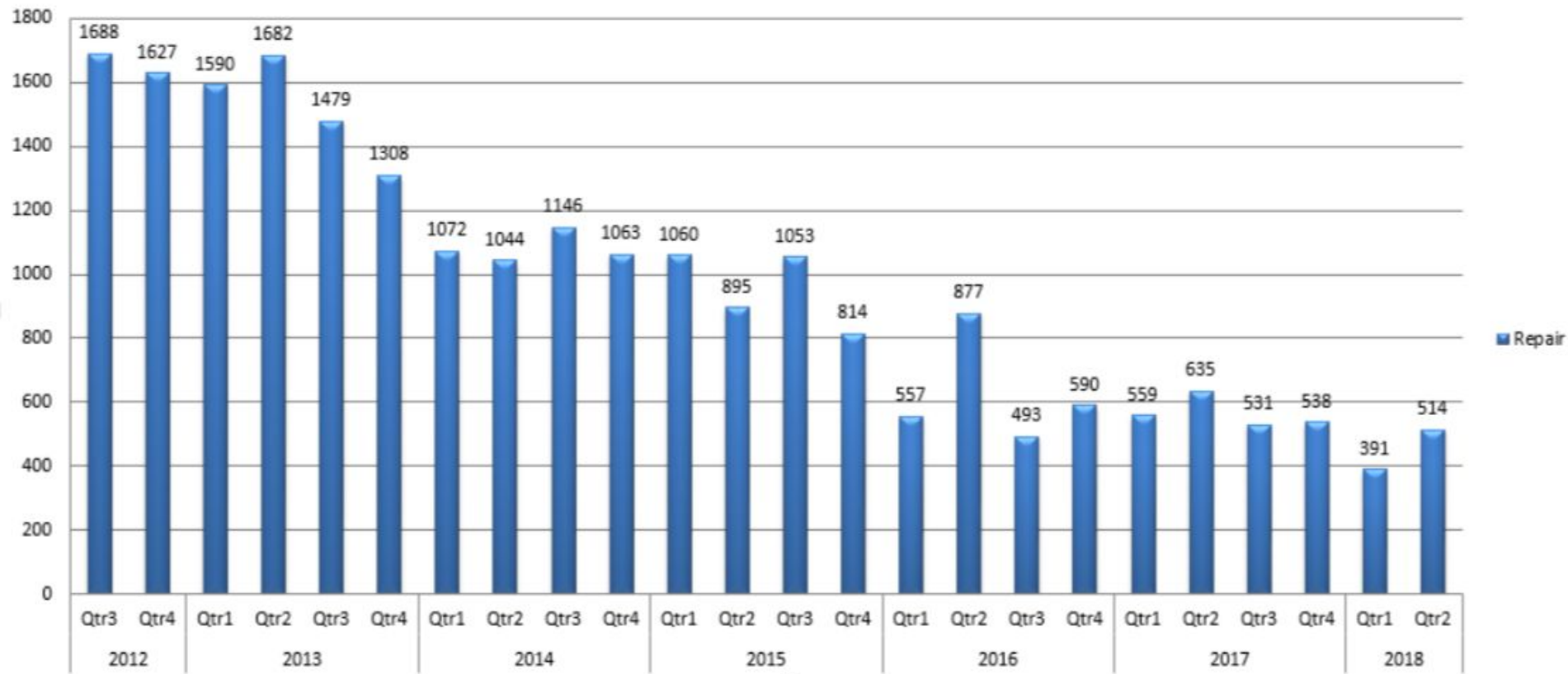
- Provides a mechanism for a conversational form of human-computer interaction with Web clients.
- Uses keywords or phrases to identify the need of the client and attempt to provide automated resolution including predefined canned responses and web page push; reducing costly agent interaction and providing a value-add to the constituents.
- After a predetermined number of attempts to assist, if client requires additional assistance, client interaction can then be transferred to the Cisco ECE Chat client via HTML or URL.

Although ChatBOT's are not part of the AZNET II Chat solution, there are multiple Chat BOT's in the marketplace that easily integrate with the ECE Chat platform.

Google ChatBOT is currently being reviewed by the State as a possible Enterprise Solution.

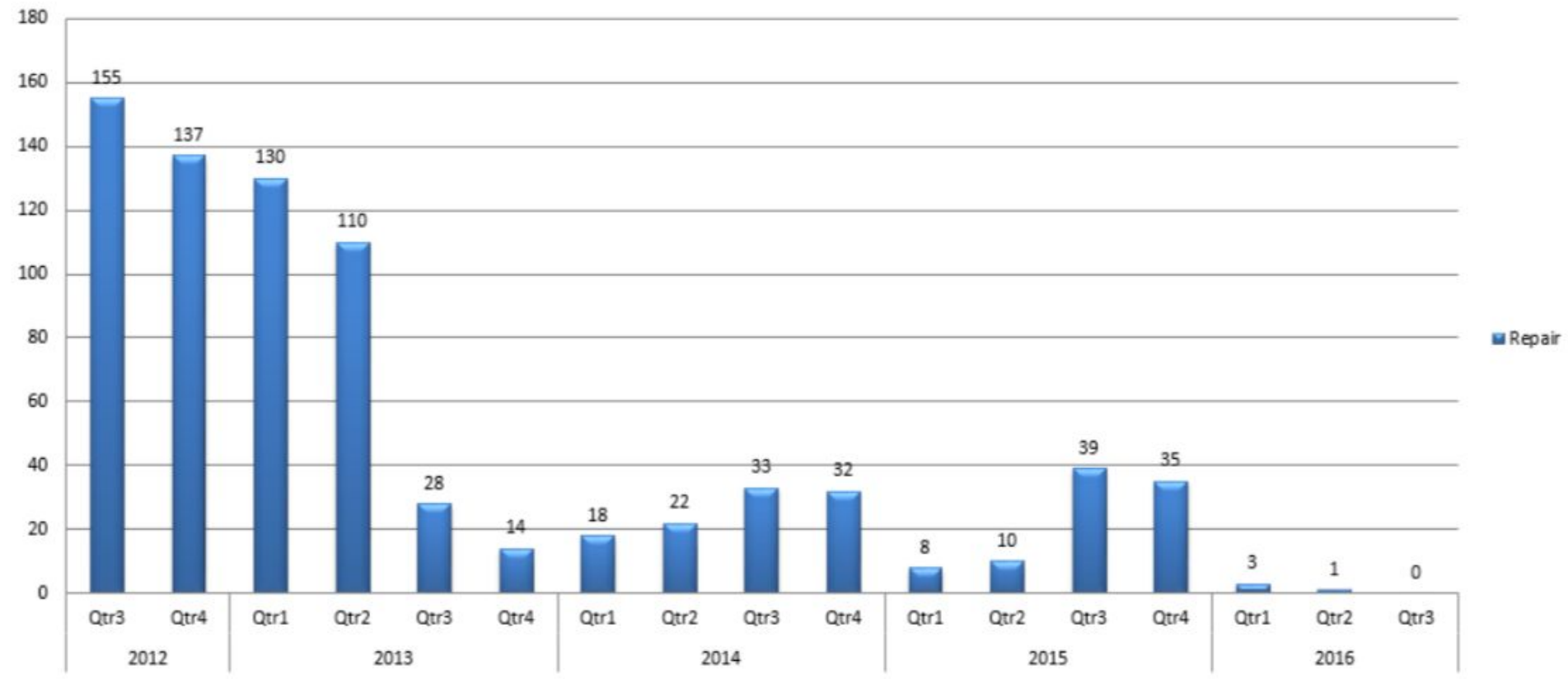
# AZNet II Program Metrics

## Trending SEV 3 Repairs



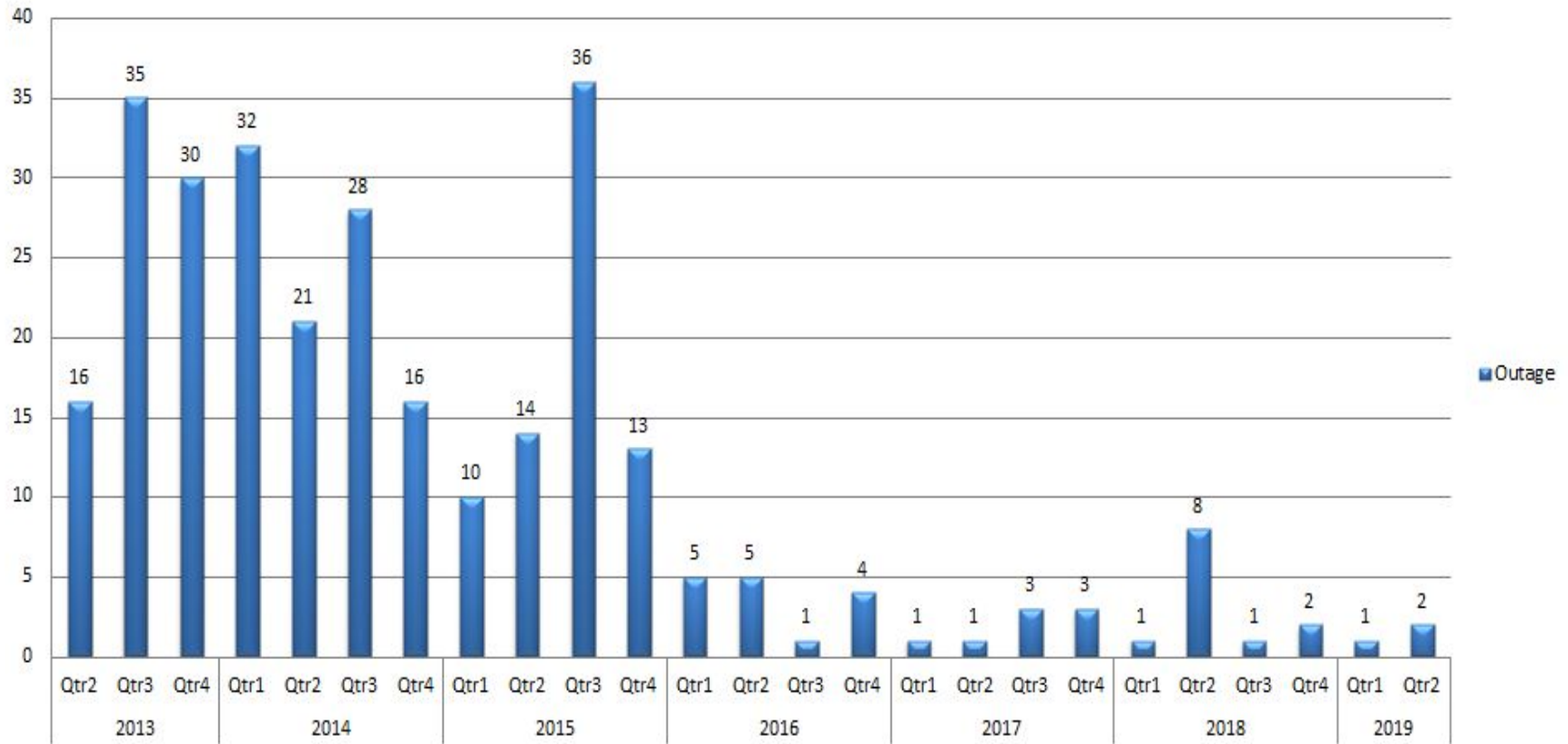
# AZNet II Program Metrics, Continued

Trending SEV 1/2 Repairs



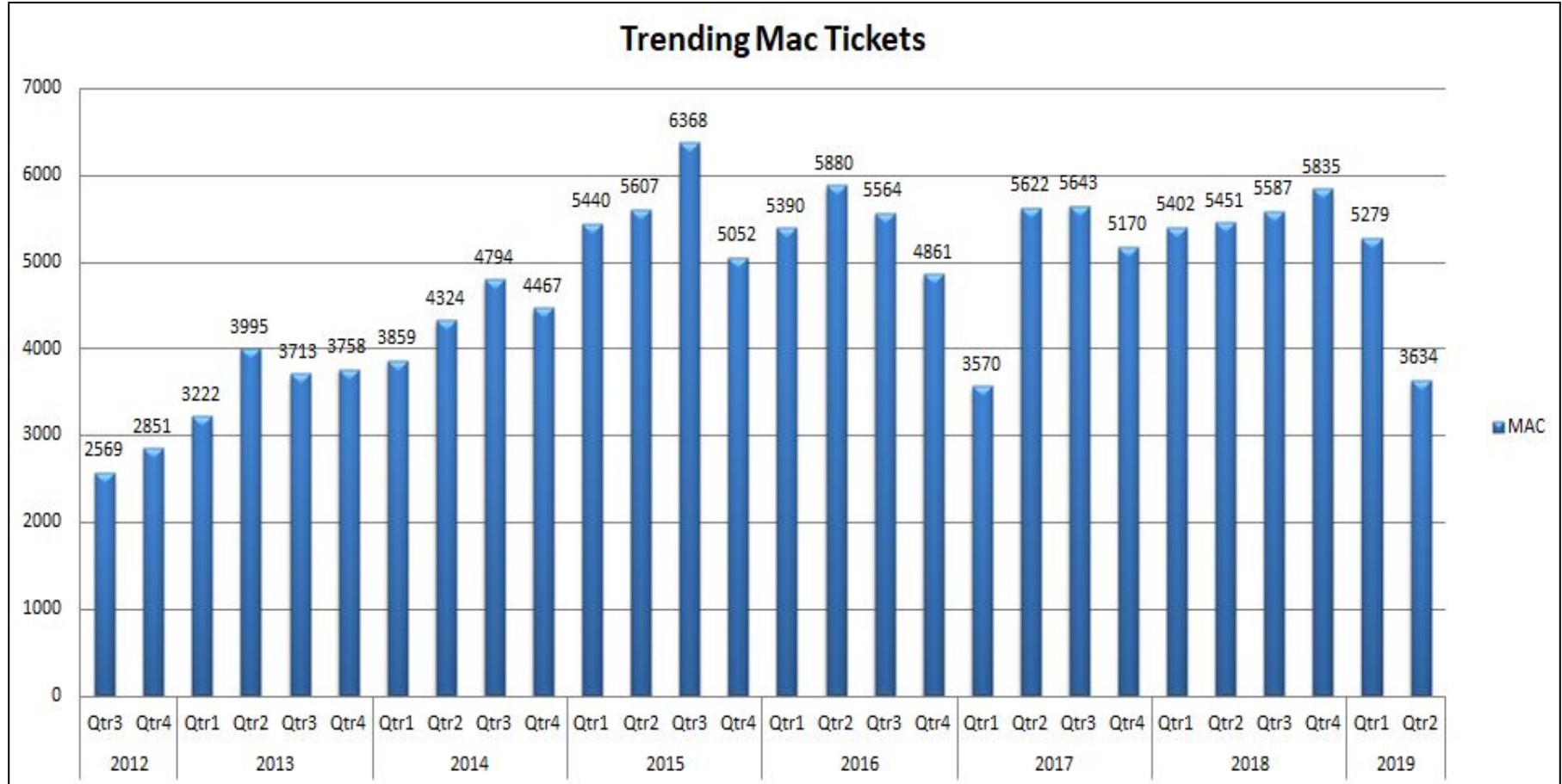
# AZNet II Program Metrics, Continued

Trending SEV 1/2 Outages





# AZNet II Program Metrics, Continued



# 2019 DR Testing

## DATA

- ✓ Core Network
- ✓ Circuit Redundancy
- ✓ Fiber Failover

Data Core

Date: TBD

8:00am to 4:00pm

Data Center PE Failover

Date: TBD

8:00am to 2:00pm

## SECURITY

- ✓ Internet Carrier
- ✓ VPN
- ✓ Firewall/IPS

Date: 8/24/2019

8:00am to 2:00pm

## VOICE

- ✓ Voice Core Equipment
- ✓ Call Center Failover

Enterprise Core

Date: 11/09/2019

5:00am to 5:00pm

UCCE Core

Date: 11/23/2019

8:00am to 5:00pm

**UPCOMING  
in 2019**

☐ Revision of DR Test plans underway.

# AZNet II Steering Committee

## *Contract Updates*



# AZNet Current and Future State



❖ AZNet II Amendment 11: Extension

❖ AZNet III RFP Update and Future State







# Questions Answers